

ETM [®] Server and Client Software Minimum System Requirements	
<p>Complete Software. Includes the ETM Management Server, Report Server, Client, ETM Web Portal* (Windows only), and ETM System Applications.</p>	
Windows	Linux
<ul style="list-style-type: none"> • x86/x86-64 based server with 2.5 GHz or higher processor clock speed • 8 GB RAM • 500 MB of available hard disk space for the ETM System software, additional space required to support temporary storage of scheduled reports or storage of saved reports. (<i>This <u>does not</u> include the space required to install Oracle. See their minimum system requirements.</i>) • 1 GB hard drive space per span per year (365 days) of storage • Correto 8 OpenJDK (included in installation) or later patch • Video capabilities supporting minimum 800 x 600, 256-color display (higher recommended). • Oracle RDBMS** for the ETM Database, one of the following versions: <ul style="list-style-type: none"> - Oracle 12c R2 Enterprise or Standard - Oracle 18c Enterprise, Standard, or XE - Oracle 19c Enterprise or Standard <p><i>** Requires English Language Settings</i></p> • Windows Server 2008, 2012, or 2016 (with Desktop Experience), with latest service pack. 64 bit • TCP/IP network connectivity with static IP addresses (<i>Full duplex recommended when Call Recorder application used</i>) • Internet Explorer, Firefox, or Chrome browser if Web Portal is used • Adobe Acrobat Reader 9.0 or later for viewing and printing ETM System documentation (PDF) files or Usage Manager Reports saved in PDF format. Available from www.adobe.com 	<ul style="list-style-type: none"> • x86/x86-64 based server with 2.5 GHz or higher processor clock speed • 8 GB RAM • 500 MB of available hard disk space for the ETM System Software, additional space required to support temporary storage of scheduled reports or storage of saved reports. (<i>This <u>does not</u> include the space required to install Oracle. See their minimum system requirements.</i>) • 1 GB hard drive space per span per year (365 days) of storage • Correto 8 OpenJDK (provided on the ETM Platform installation media) or later patch • Video capabilities supporting minimum 800 x 600, 256-color display (higher recommended) • Oracle RDBMS** for the ETM Database, one of the following versions: <ul style="list-style-type: none"> - Oracle 12c R2 Enterprise or Standard - Oracle 18c Enterprise or Standard - Oracle 19c Enterprise or Standard <p><i>** Requires English Language Settings</i></p> • CentOS/Red Hat Linux 6.x or 7x, 64 bit • TCP/IP network connectivity with static IP addresses (<i>Full duplex recommended when Call Recorder application used</i>) • Adobe Acrobat Reader 9.0 or later for viewing and printing ETM System documentation (PDF) files or Usage Manager Reports saved in PDF format. Available from www.adobe.com

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ETM [®] Distributed Client Software Minimum System Requirements	
<p>Client Software. Includes the ETM System Console, Voice Policy and System Management Applications, Usage Manager Report Tool, ETM Web Portal* (Windows only), and Database Maintenance Tool installed on systems other than the Management Server host.</p>	
Windows	Linux
<ul style="list-style-type: none"> • x86/x86-64 based server with 2 GHz or higher processor clock speed • 4 GB RAM • 150 MB of available hard disk space for the ETM System software • Correto 8 OpenJDK (included in installation) or later patch • Video capabilities supporting 800 x 600, 256-color display. Higher recommended • Oracle Client Tools corresponding to the version of Oracle used for the Management Server • Windows 8 or 10 with latest service pack. 64 bit. • TCP/IP network connectivity with a static IP address • Internet Explorer, Firefox, or Chrome browser if Web Portal is used • Adobe Acrobat Reader 9.0 or later for viewing and printing ETM System documentation (PDF) files or Usage Manager Reports saved in PDF format. Available from www.adobe.com 	<ul style="list-style-type: none"> • x86/x86-64 based server with 2 GHz or higher processor clock speed • 4 GB RAM • 150 MB of available hard disk space for the ETM System Software • Correto 8 OpenJDK (provided on the ETM Platform installation media) or later patch • Video capabilities supporting 800 x 600, 256-color display. Higher recommended. • Oracle Client Tools corresponding to the version of Oracle used for the Management Server • CentOS/Red Hat Linux v6.x or 7x, 64 bit • TCP/IP network connectivity with a static IP address • Adobe Acrobat Reader 9.0 or later for viewing and printing ETM System documentation (PDF) files or Usage Manager Reports saved in PDF format. Available from www.adobe.com

**ETM Web Portal not supported on Linux*

ETM [®] Collection Server** Minimum System Requirements
<ul style="list-style-type: none"> • Windows Server 2008, 2012, or 2016 (with Desktop Experience), with latest service pack. 64 bit. • Sufficiently large storage capability for call recording volume • TCP/IP network connectivity with a static IP address

***ETM Collection Server not supported on Linux*

Last Update: 2/23/2023

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